

Update

Dear Customer,

Thank you for continuing to work with us as we move forward with the plans for your building.

Our latest update is below and remember we're here if you have any questions or concerns. We're available Tuesday to Thursday 10am until 4pm at the Oasis Community Resource Centre or can call by to see you at home.

If you've heard something you're not sure about or which is worrying you, please get in touch. If the information hasn't come from us, please check it out with a member of our team.

Resident Steering Group

A big thank you to everyone who attended our introduction session to the Resident Steering Group earlier this month. It was great to see so many people interested in finding out more about getting involved.

Throughout our work in Haughton Green we want residents to have:

- A meaningful voice in the regeneration programme.
- Opportunities to influence decisions and plans.
- Regular access to information and updates.
- A direct route to share concerns, ideas and local insight.

What will the group do?

It is a place where residents can:

- Review proposals and plans.
- Provide feedback and challenge.
- Help identify issues and solutions.
- Shape the resident experience throughout the programme.
- Help us understand what matters most to the community.

Your input will help us to make important decisions throughout this project.

If you couldn't make it to the session on 2nd July but are interested in becoming a member, please let us know by sending a message to haughtongreen@irwellvalley.co.uk or giving us a call 0300 561 1111.

If you are interested in the chair position, please include within your message why you are interested in the role and what skills, qualities and experience you would bring to the position.

The next meeting will take place on Wednesday 12th August at 6pm at the Oasis centre. If you haven't already, please let us know if you are planning to attend.

Initially, the steering group will focus on:

- The rehousing process
- Support for residents
- Building management during this period

Over time, the group will also help shape future plans for the high-rise sites and wider estate improvements.

Re-housing update

Thanks again for working with us on your housing preferences and circumstances.

Our regeneration officers Donna and Rachel continue to work through the information you've provided and meet regularly with Tameside Council and other local housing providers.

Thank you to everyone who has taken the time and trouble to share such lovely feedback about their experience of working with them – we really appreciate it and are committed to continuing to support you throughout.

We understand you are keen to know and understand timescales for a move, and we will update you as soon as there is progress to share.

In the meantime, please be assured homes are being allocated consistently by following a needs-based lettings process which takes individual circumstances into account.

This includes factors such as:

- Medical or accessibility needs
- Social needs
- Family circumstances
- The condition of your current home

There are currently 9 empty flats across the three high-rises and we have 11 home move offers agreed in principle with customers. One move has already happened and over the coming weeks more people will begin to move out.

While we're unable to discuss individual cases, please be assured that every application is being considered carefully, consistently and fairly.

If you have any concerns about the allocation process and your case, please get in touch.

Tameside applications

For more details please see link to our information sheet [here](#).

We've been working with some customers on your application to the Tameside Council choice based lettings system.

Once you have your application reference number, please share this with us so we can arrange for you to receive priority banding. We've put together an information sheet about this process which you can read [here](#).

Managing the empty homes

You may see people working in the flats as they become empty - for example, managing the water supply and taking out the electricity meters.

This is to ensure the homes are left safe and secure as people move out.

Skip information

We've arranged for a skip at each building again - with one each currently at Fitzgerald Court and Castleton Court, and one due to arrive at Southey in the next few days. They will be there for a week.

We hope this helps if you would like to begin clearing out unwanted items ahead of your move.

Please don't put any large bulky items in the skips – you can find further useful information about how to get rid of these in our FAQs [here](#).

We'll continue to provide skips regularly throughout the rehousing process, so there's no pressure to start now or do everything at once.

New homes update

Last week we held interviews to appoint consultants to manage the project of building the new apartments.

A big thank you to our Resident Steering Group chair designate, Donna Healey, for joining these interviews and ensuring that the experience and viewpoint of customers and residents was at the heart of this process.

From 14 applications, we interviewed 3 companies. We aim to appoint a team of consultants in the next few weeks and will keep you updated about our progress with this.

Latest FAQs

For all FAQs please visit [here](#).

Will I still be able to move back to one of the new homes if I move to a different landlord while they are built?

Following a question at the steering group meeting, we wanted to reassure you that even if you move to a home with a different landlord, you will still be guaranteed one of the new apartments once the new homes are complete.

We'll keep in touch with you as the new homes are completed – we will rely on you keeping us updated of your contact details if they change.

Will I need to stay in a hotel or any form of temporary accommodation?

No – no-one will need to move into a hotel or any form of temporary accommodation. You will only need to leave your high-rise apartment when we have found somewhere which reasonably meets your needs. If you decide you want to stay there once the new homes are complete, you can. If you decide to move back into a new property, this option is open to you. No-one has to make a decision about this at this stage.

Reporting repairs

Customers should continue to report necessary repairs to their home for as long as they remain in them. This can be done by emailing contact@irwellvalley.co.uk, calling us on 0300 561 1111 or using live chat on the Irwell Valley Homes website.

If there are any other questions or concerns you'd like us to cover in our next update, please let us know by emailing haughtongreen@irwellvalley.co.uk, calling us on 0300 561 1111 or calling by to see us at the Oasis.

Thanks again for working with us as we move forward with the plans.



Kind regards,

Laura McBride

Haughton Green project lead

Irwell Valley Homes

0300 561 1111